

# St. George Family History Training Program

Customized and validated training program that features:

## **Surveys to identify and monitor...**

Customer satisfaction, computer experience, typical customers (adults)

## **Adults in a family history transition...**

FROM paper & pencil TO a computerized process (foreign language)

## **Adults learning a foreign language (daunting vocabulary)...**

Terms, jargon, acronyms, symbols for computers, Internet, family history

## **Foundation of computer skills and language...**

Skills and vocabulary required for essential family history procedures

## **Educational needs of adult learners...**

Written instructions (manual) on their level, overviews, repetition

## **Manual of written and detailed step-by-step instructions...**

Eliminates copious note-taking (less writing, more learning)

## **Manual with a simple four-part format for each step...**

**Action** (location) "**Target**" TYPE OF TARGET; e.g., Click (Toolbar) "Printer" ICON



## **Manual with a procedural emphasis (not motivational)...**

Mostly HOW TO (minimum of WHY & WHAT that blocks procedural flow)

## **Structured classroom presentations (first repetition)...**

Demonstrate procedural steps as students VIEW and follow in the manual

## **True practice using prepared files (second repetition)...**

Students use the manual and DO it on their own, assisted by a tutor

## **Continuing education (to master skills and knowledge)...**

Manual is designed for future use (review, more practice, training others)

## **Spirituality... infused in teaching and learning**